

SECTION 5

SPECIFIC ISSUES

The intent of Section 5 is to solicit specific responses from interested parties, individual companies or strategic teams as to how the Department of General Services Telecommunications Division (DGS/TD) should structure a competitive bid for statewide telecommunications services. While the state makes no guarantees to respondents who submit a response to this RFI, this is an opportunity for the private sector community to help shape the direction of an eventual RFP. If you are not able to respond to all the questions, the state is still interested in your opinions on those that you can respond.

5.1. The Vision

The vision is to acquire a state of the art consolidated and integrated telecommunications service for all state agencies. The vision could be implemented through a joint use agreement with the DGS/TD for the use of the current CALNET system or through new contractor owned and operated facilities. The new facilities would replace the current state networks and the CALNET associated debts and obligations. Any replacement service shall provide an integrated, flexible, and efficient statewide service relying to the greatest extent feasible on a contractor owned and operated infrastructure along with the competitive acquisition of operation and service delivery. The new telecommunications service model should address the business problems of state agencies and provide a modern infrastructure with rapid deployment of new technologies to meet the state's ever-increasing telecommunications demands at a cost less than the state is presently paying.

5.1.1. Scope of the Vision

Section 4.3 describes the required network services the state envisions to be obtained through a contractual arrangement with a prime contractor. This is everything from local telephone service to long distance voice, data, and video services.

- 1) Considering the present telecommunications market environment, are the expectations realistic?

RESPONSE:

- 2) Please identify service types that you believe should either be added or removed from the proposed model. Please explain your rationale.

RESPONSE:

5.1.2. Evaluation and Selection Criteria

The state is interested in using a best value method of selecting a service provider. In the past the state has considered quality, risk, benefits, and prices (including payment terms).

The state is also considering conducting the eventual RFP that may result from this Request for Information as an Alternative Procurement. Alternative Procurements can be quite different from the standard process that the state usually conducts. The Alternative Procurement process allows for the selection of a contractor that may not be the lowest cost bidder. Alternative Procurements may be conducted utilizing different selection processes. An example of this might be, after an initial bid submission, the state would narrow the bidder field to a limited number of contractors. Only those contractors would be allowed to continue on to the Final Phase of the procurement, i.e. all other bidders would be removed from competition for award. Contractors who are allowed to continue would then work closely with the state to develop a mutually beneficial solution to the state's needs. Another aspect of Alternative Procurements is they allow for contract negotiation after the selection of an apparent winning contractor, rather than during the bidding process.

In general terms, the benefits of an Alternative Procurement is that it affords the state and the contractor a much more interactive and possibly creative bidding process, where both parties come to a mutual agreement of the best solution to the state's needs. The state is not restricted to taking the lowest cost bidder. However, from the contractor's viewpoint, the lowest cost bidder may not necessarily be the winning contractor. In addition, some contractors could be eliminated early in the bid process, therefore, not being allowed to compete for the award.

1) What factors do you believe the state should consider in determining its best value and how should they be weighted?

RESPONSE:

2) Is there any specific evaluation criteria that should be applied to each type of identified service? If so, please describe.

RESPONSE:

3) Would your firm prefer that the state conduct this procurement in a more conventional basis, based upon the "lowest cost/best value" process where the lowest cost is the deciding factor in determining the winning bidder?

RESPONSE:

- 4) Would your firm be interested in participating in an Alternative Procurement process? If so, what type of narrowing process and eventual selection process would you like to see conducted?

RESPONSE:

5.1.3. General Issues

- 1) What could the state offer or grant under a RFP to garner the best value from your firm?

RESPONSE:

- 2) What criteria should the state use to establish a value for the state's current network?

RESPONSE:

- 3) The state has a number of preference and goal programs, e.g. small business goals; minority, women and disabled veterans business enterprises goals; recycling; EEIA and TACPA preferences. How would your response to any future RFP support these programs, and more importantly, what would you suggest the state do differently in the RFP to allow for creative solutions while at the same time supporting these programs?

RESPONSE:

5.1.4. Public/Private Partnerships

The state is interested in exploring public/private partnerships.

- 1) How do you envision the state and your firm working together to achieve this vision?

RESPONSE:

- 2) Do you have any interest in establishing a partnership with the state for the joint use of the existing CALNET facilities?

RESPONSE:

- 3) What would be the basis or key ingredients for a partnership with the state?

RESPONSE:

- 4) If a public/private partnership is possible, what evaluation criteria would you suggest to qualify such partners and their relative importance to all other factors? In the past the state evaluated financial stability, expertise, proven track record, qualifications and knowledge of assigned staff, customer references, degree of risk sharing, and commitment to honest, open communications and teamwork.

RESPONSE:

5) What activities, resources (organization, people, money) and time frame do you foresee to implement this vision from your company as well as the state?

RESPONSE:

6) What expertise would you provide and what expertise would be provided by various subcontractors? Please describe your proposed plan for obtaining the subcontractors and suppliers. To what extent would you guarantee the performance of subcontractors?

RESPONSE:

7) What unique services do you think the state should evaluate as added value along with the service prices?

RESPONSE:

8) Would your company be interested in a partnership arrangement with the state to assume the operation and maintenance of the existing state owned network? If so, under what conditions?

RESPONSE:

9) The state supports total quality management and values continuous improvement of any process created. How would you support quality in providing services to the state?

RESPONSE:

5.1.5. SCIP Moves

DGS/TD presently owns network equipment as identified in Section 3. Two of the state SCIPs must be vacated by FY 1999/2000. The contractor chosen as a result of any upcoming RFP may be required to move the CALNET SCIPs in both Los Angeles and San Francisco from their present locations.

1) Do you have any concerns with moving this equipment?

RESPONSE:

2) Do you have any suggestions for DGS/TD to minimize your concerns?

RESPONSE:

5.1.5.1. Timing Concerns

1) What concerns do you have regarding meeting the timeframes for removing the equipment?

RESPONSE:

5.1.5.2. Use of State Facilities

The existing equipment is located in state buildings or leased facilities. The state has also identified two state buildings in the near vicinity of the existing SCIP locations in San Francisco and Los Angeles that may be suitable for SCIP locations.

1) Would you be interested in retaining the use of the existing state facilities to house and operate the equipment? If so, under what conditions?

RESPONSE:

2) Would you be interested in using the identified state buildings for the relocation of the San Francisco and Los Angeles SCIPs? If so, under what conditions?

RESPONSE:

5.1.6. Assumption of CALNET Assets and Debt

It is the intention of DGS/TD that any future contract award will relieve DGS/TD of the debt obligation and assets associated with the original purchase of CALNET. The existing debt obligation is not assumable and the outstanding debt balance on 12/1/97 will be \$20,857,363. The terms of the existing CALNET contract provide the state with nonexclusive, nontransferable licenses for the use of all software. To continue operation of the existing equipment with the current software, the successful contractor will need to obtain rights to use this software.

1) Do you have any concerns with assuming responsibility for the debt?

RESPONSE:

2) Do you have any concerns with assuming the equipment assets and obtaining the rights to use the software?

RESPONSE:

3) Would you be interested in just purchasing the CALNET assets with no commitment from the state to obtain service from your firm? You may be obligated to remove the equipment from the existing buildings in San Francisco and Los Angeles.

RESPONSE:

5.1.7. Market Timing

Responses to the questions from the DOIT/DGS open meeting for interested parties held on February 6, 1997 indicate that the local market for telecommunications services may not start to be competitive until the year 1998 with practical statewide competition not occurring until the year

2000. DGS/TD is trying to determine the scope and timing for an eventual competitive RFP.

1) With the scope of services identified in Section 4 and the state's desire to leverage its buying power as a single customer, when would you recommend the state issue an RFP of this magnitude?

RESPONSE:

2) Of the services identified in Section 4, is there an optimum mix of services that should be included in a specific RFP to allow the state to realize maximum leverage of its buying power? If so, describe the service mix and associated reasoning.

RESPONSE:

3) When do you believe that statewide number portability will be available competitively from multiple providers in California?

RESPONSE:

4) When can your company offer statewide number portability in California?

RESPONSE:

5) When do you believe that statewide dialing parity will be available competitively from multiple providers in California?

RESPONSE:

6) When can your company offer statewide dialing parity in California?

RESPONSE:

5.1.7.1.Local Services

1) If the RFP included all state local business telephone services (1MB and Centrex/CentraNet type services) when do you feel that the competitive providers would be in the best position to offer the state practical statewide competitive options?

RESPONSE:

2) If the RFP included all state local business telephone services (1MB and Centrex/CentraNet type services) when do you feel that your company would be in the best position to offer the state practical statewide competitive options?

RESPONSE:

5.1.7.2.Consolidated Services

1) If the RFP included just the consolidated services listed in Sections 3.1.5.1.1 (DGS/TD Consolidated Pacific Bell Centrex Service), 3.1.5.1.3 (GTE CentraNet Service), 3.1.5.1.4 (Pacific Bell Voice Mail Service), and 3.1.5.1.5 (GTE Voice Mail Service) when do you feel that the competitive providers would be in the best position to offer the state competitive options?

RESPONSE:

2) If the RFP included just the consolidated services listed in Sections 3.1.5.1.1 (DGS/TD Consolidated Pacific Bell Centrex Service), 3.1.5.1.3 (GTE CentraNet Service), 3.1.5.1.4 (Pacific Bell Voice Mail Service), and 3.1.5.1.5 (GTE Voice Mail Service) when do you feel that your company would be in the best position to offer the state competitive options?

RESPONSE:

5.1.7.3.IntraLATA Long Distance Services

DGS/TD has agreements with Pacific Bell and GTE/Contel for intraLATA long distance service in their respective territories. Competitive alternatives must provide service identical in ease of use. Autodialers are not an acceptable solution.

1) When could the state expect competitive alternatives to the existing service?

RESPONSE:

2) When could the state expect your company to provide competitive alternatives to the existing service?

RESPONSE:

5.1.8. Contract Term

What term would you recommend as best for this contract, and why?

RESPONSE:

5.2. Required Network Services

The State has requirements for a broad range of network, line side, data, and other telecommunications services. DGS/TD expects the contractor to provide the services described in Section 4.

5.2.1. Voice Network Services

5.2.1.1. Disaster Readiness

The state presently enjoys the control of a private voice network. During disaster situations the public switched network may experience controls that prevent callers from contacting parties in the affected area. In the same situation CALNET users are not restricted from access in those areas. State employees are able to use CALNET to coordinate disaster relief from any CALNET location, conference with engineers in Sacramento to assess the integrity of buildings, and to coordinate the relocation of state staff into new facilities for continued support of the public in the area. DGS/TD is seeking a service that provides the state with similar controls and flexibility found in private networks.

1) Would you propose to continue to use the existing private network to offer this level of functionality?

RESPONSE:

2) Would you propose to offer this level of functionality with your service? If so, how?

RESPONSE:

3) Would private network functionality impact service rates? If so, how?

RESPONSE:

4) What requirements would you recommend be included to meet the needs of law enforcement agencies and correctional institutions priority calls and restoration of service during an emergency?

RESPONSE:

5) Are there any specific networking systems or controls that are particularly related to or useful to the correctional environment?

RESPONSE:

5.2.1.2. Privacy

1) What requirements should be included to provide privacy of voice communications?

RESPONSE:

- 2) Are there more stringent requirements available that can be applied to law enforcement agencies and correctional institutions communications?

RESPONSE:

5.2.1.3.Long Distance Calling

- 1) The state uses intraLATA, interLATA intraState, interstate, and international long distance calling. What types of long distance calling do you believe DGS/TD should include in the eventual RFP? Please describe.

RESPONSE:

5.2.1.3.1.Restricted Calling

Some agencies may want to restrict the available terminating locations for selected staff.

- 1) Are there any limits as to the countries that you offer terminating service?

RESPONSE:

- 2) Are you able to establish flexible classes of service for users? If so, please describe.

RESPONSE:

- 3) Do you offer the ability to limit or restrict calls by user group to only preapproved destinations?

RESPONSE:

- 4) How flexible is this offering? What are the limits, if any?

RESPONSE:

5.2.1.4.Long Distance Access

In today's environment the agency access to the long distance service is either through switched access using presubscription (Feature Group D) or direct dedicated access.

- 1) Is this a reasonable assumption for a RFP?

RESPONSE:

- 2) Are there alternative methods for access, and if so what are they?

RESPONSE:

- 3) Are there cost advantages for accessing a contractor service using different methods?

RESPONSE:

5.2.1.5.Toll Free Services

The state is interested in flexible toll free services and the ability for users to manage the services. Of particular interest is enhanced routing capabilities associated with advanced intelligent networking.

5.2.1.5.1.Functionality

- 1) What functionality do you believe DGS/TD should include in the eventual RFP for toll free services? Please describe.

RESPONSE:

- 2) What enhanced routing capabilities can your company offer? Please describe.

RESPONSE:

5.2.1.5.2.Management

- 1) What user management capabilities can your company offer? Please describe in terms of client agency and DGS/DT oversight of the service.

RESPONSE:

5.2.1.6.900/700 Services

- 1) What 900/700 services do you believe DGS/TD should consider in the eventual RFP? Please describe.

RESPONSE:

- 2) Are these 900/700 services currently available from your company? If not, does your company have plans to provide them in the future? If so, when?

RESPONSE:

5.2.1.7.Calling Card

As described in section 4.3.1.6, the state requires world wide calling card service with the following features:

- Magnetic Strip for authorization information.

- Customized Logo Cards for each requesting agency.
- Prepaid card functioning like a debit card where usage is paid in advance.
- Restricted cards limiting access by terminating location, day, time of day, or user defined permitted calls depending on user requirements.
- Ability to place multiple calls without reentering an authorization number.

1) Can your company provide world wide calling card services?

RESPONSE:

2) Can your company provide the features described?

RESPONSE:

3) Can your company offer other features? If so, identify and describe.

RESPONSE:

5.2.1.8.Teleconferencing

1) Does your company provide audio and video teleconferencing services? Please describe.

RESPONSE:

5.2.1.8.1.Audio

1) Section 4.3.1.7.1 describes the requirements for audio teleconferencing. What audio teleconferencing services do you believe DGS/TD should include in the eventual RFP?

RESPONSE:

5.2.1.8.2.Video

1) What video teleconferencing services do you believe DGS/TD should include in the eventual RFP?

RESPONSE:

2) Can your company provide video circuits which support ISDN Primary Rate Interface (128KBS)?

RESPONSE:

3) Are there any specific aspects of video conferencing that should not be included?

RESPONSE:

5.2.1.9. Internet Access

- 1) Please describe the Internet support your firms offers.

RESPONSE:

5.2.1.10. Advanced Intelligent Network

- 1) What advanced intelligent network capabilities would you recommend be included in the RFP?

RESPONSE:

- 2) What advanced intelligent network capabilities can your company provide?

RESPONSE:

5.2.2. Line Side Services

The contractor would be expected to provide line side telephone services, also referred to as class 5 services, on a statewide basis to be jointly used by multiple agencies.

DGS/TD is seeking solutions that provide the least cost to the state while providing government users with the greatest feature flexibility. The contractor should provide a flexible pricing option for services to allow users the choice of low cost basic services to more sophisticated feature rich services.

- 1) Does your company provide basic, enhanced business, and ISDN line services comparable to Centrex/CentraNet? If so, please describe.

RESPONSE:

- 2) Are there any reasons why the state should not require the option for both low cost basic services and more sophisticated feature rich line side services in the same RFP?

RESPONSE:

5.2.2.1.Measured Business Line Service

- 1) Does your company provide basic measured business line service? If so what features are available?

RESPONSE:

- 2) Can your company provide this service without changing the existing telephone numbers?

RESPONSE:

5.2.2.2.Consolidated Services

In the major metropolitan areas where DGS/TD manages consolidated services, or provides CALDEX service, the contractor would be expected to provide similar services. The contractor must deliver a service that minimizes the cost for calling between state users within the same community. The contractor must also provide a suite of features similar to those available on Centrex or CentraNet services presently available from Pacific Bell and GTE respectively.

- 1) Can your company provide services in the identified areas similar to those available on Centrex and CentraNet? If not identical, please describe the differences.

RESPONSE:

- 2) Can your company provide these services with company assets or would partnering with other organizations be required?

RESPONSE:

- 3) When could these services be available from your company?

RESPONSE:

- 4) Can your company provide these services without changing the existing telephone numbers?

RESPONSE:

- 5) Do you believe the consolidated services should be included in the RFP? Please explain.

RESPONSE:

5.2.2.3.Additional Line Side Features

In addition to the standard Centrex/CentraNet features, the state requires ACD, ACD/MIS, CLASS and state wide Centrex features.

- 1) Can your company provide these features? If so, describe each feature available.

RESPONSE:

5.2.2.4.Automated User Controlled Moves and Change

The state currently has and will require automated user controlled moves and change features. The system currently used with CALDEX service is the Cenpac service from American Telecorp. A Similar service is provided by GTE and Pacific Bell. The current systems do not provide Graphical User Interface (GUI). The state will require any future system to have a GUI.

- 1) Does your company currently have an automated user controlled moves and change feature system? If so, please describe.

RESPONSE:

- 2) Does your system support GUI?

RESPONSE:

- 3) Does your company have an automated user controlled trunk side provisioning system? If so, please describe.

RESPONSE:

5.2.2.5.Voice Processing Services

The state plans to have the contractor provide voice processing services on a statewide basis. The level of service may vary according to the quantity of potential users in a particular location. It is expected that in consolidated locations the following minimum set of services will be provided:

5.2.2.5.1.Voice Mail

This is a capability for users to have callers leave a message to be retrieved at a later time. User may also send messages to other users of the voice mail system. The service should offer a variety of message length capabilities, greeting and delivery options, broadcast

messaging, ability to revert to an attendant and outcalling for paging.

1) Can your company provide this service? If so, please describe.

RESPONSE:

2) Can your company provide a statewide voice mail service that will function as a single service? Please describe.

RESPONSE:

5.2.2.5.2.Interactive Voice Response

This is a voice processing application that gives callers specific information or accepts an order based on specific information input by callers from their touchtone telephone. One example would be a bank account query.

1) Can your company provide this service? If so, please describe.

RESPONSE:

2) Can your company provide a statewide interactive voice response service that will function as a single service? Please describe.

RESPONSE:

5.2.2.5.3.Automated Attendant

This is a service that automatically answers incoming calls within a predefined number of rings, without assistance from live attendant. It then allows callers to reach an extension by prompting the caller to enter the extension number or name, or offers other services, such as announcements for voice menu choices. An automated attendant can process multiple calls simultaneously. It prompts callers with a series of choices and actions to perform. Based on selected action, the caller may listen to a recorded announcement, leave a message, place a call, activate another voice service or be routed to a particular service.

1) Can your company provide this service? If so, please describe.

RESPONSE:

5.2.2.5.4.Voice Forms

This is an application that allow business users to collect information from callers over the telephone. A series of questions is played to a caller who responds to each question in sequential order. Once the information is collected, it can be retrieved and transcribed to suit individual requirements.

- 1) Can your company provide this service? If so, please describe.

RESPONSE:

5.2.2.5.5.FAX on Demand

This is a multimedia option which allows the user to create and retrieve FAX information by selecting FAX items from a voice menu. FAX information can be sent to the caller on the same call or the caller is prompted for a callback number to which the FAX can be sent after the call has been disconnected.

- 1) Can your company provide this service? If so, please describe.

RESPONSE:

5.2.2.5.6.Security

Please describe the security features available to prevent unauthorized access to your voice processing services.

RESPONSE:

5.2.2.5.7.Additional Features

What other voice processing features should the state consider in an eventual RFP?

RESPONSE:

5.2.2.6.Call Centers

In section 4.3.2.2, the state outlined its minimum requirements for call center services including ACD, announcements, MIS, computer interface and intelligent call routing.

- 1) Can your company provide each of these services? If so, please describe.

RESPONSE:

- 2) Are there other call center services that your company offers that you believe the state should include in any future RFP? If so, please describe.

RESPONSE:

5.2.3. Data Services

5.2.3.1.General

Many of the existing data services were described in Section 3. The data services identified by our consultant for inclusion in any eventual RFP are described in Section 4.

- 1) What types of data services do you believe DGS/TD should include in the eventual RFP? Please explain your reasons for inclusion or exclusion of specific services.

RESPONSE:

- 2) Do you believe the state should establish a single data network or multiple data network standards? Please explain.

RESPONSE:

- 3) What types of data services can your company provide?

RESPONSE:

- 4) Presently DGS/TD requires private line services purchased as “fast restoration” restore service to original parameters within 300 ms. What level of service do you recommend?

RESPONSE:

- 5) Data services is a rapidly growing area. Where do you see it going in the future? Are you prepared to supply the necessary bandwidth for the projected growth? Please explain.

RESPONSE:

5.2.3.2.Application Types Supported

- 1) Please describe how your proposed data service offerings will support:

- messaging
- transaction processing
- file transfer
- file-sharing
- host-based processing from remote terminals

- client/server applications
- Web site access
- Internet access
- Internet Domain support

RESPONSE:

- 2) What role will you and the data centers have in Internet addressing support?

RESPONSE:

5.2.3.3.Protocols Supported

- 1) Please describe the protocols that your data services support.

RESPONSE:

- 2) Can you interface your service to Cisco routers and time division multiplex networks? Please explain.

RESPONSE:

5.2.3.4.Network Management

- 1) Please identify how your data service provides using agencies with regular and comprehensive management reports, including reports on traffic patterns, circuit utilization, fault detection and diagnosis, and maintenance.

RESPONSE:

- 2) Can your service offer both DGS/TD and data centers with additional detail, specifying near real-time circuit utilization display, trouble ticket tracking, order tracking, inventory reporting, and historical and trend reports? The information must be partitionable to ensure privacy between data centers. Please describe.

RESPONSE:

5.2.3.5.Security

- 1) Please identify how your service will provide stringent security standards, based upon the transmission of confidential or sensitive data. Of special concern is the potential for fraud or disruption of state services if either a physical network or transmitted data were compromised.

RESPONSE:

5.2.3.6. Disaster Recovery and Emergency Operations

- 1) Please describe how your data service will support critical data communications during a disaster or emergency situation.

RESPONSE:

5.2.3.7. Fault Recovery

- 1) Massive redundancy, rapid failure detection, and rapid recovery were cited as essential characteristics by all agencies. Please describe how your data service offering provides this support.

RESPONSE:

- 2) Some data centers use a hot site for backup of their data centers. These sites may be anywhere in the United States. How would you suggest to assist the data centers in this area?

RESPONSE:

5.2.3.8. Billing Systems

- 1) There is a need for a clear, timely, and user-friendly billing statement. Please describe your proposed billing system in terms of the following features:
 - Delivery by 15th of the month following the billed month.
 - Invoice breakdown by divisions, offices, accounting centers, nodes, or circuits within the department (availability of both consolidated and separate invoices).
 - Comprehensive billing analysis functions including sorting, summarizing down to individual circuits, PVC's or SVC's.
 - Legends explaining all codes and line items.
 - Support for customized reports.
 - Automatic internal bill-back.
 - Availability of invoices in electronic form (on CD-ROM or other suitable media).

RESPONSE:

- 2) Please describe your company's procedures for rapid resolution of billing disputes.

RESPONSE:

5.2.3.9.Customer Service

1) Please describe how your company offers a 7X24 help desk providing:

- Support for a full range of transport services.
- Support for a full range of service classes.
- Support for a full-range of access speeds.
- Support for Cisco routers.
- Support for time division multiplex networks.
- Option to monitor routers, CSU/DSU's and FRADs.
- Option for full-service router consulting at a fixed fee.
- Option for turnkey interconnection services.
- Available consulting and network planning services.
- Trouble call tracking with rapid resolution and confirmation call to customer.

RESPONSE:

5.2.3.10.Public Access

1) Please describe how your service provides limited public access to state agencies data services while maintaining security.

RESPONSE:

5.2.3.11.Additional Services

1) Can you provide access to a large number of value added networks? Please explain.

RESPONSE:

2) Many data centers are using dial up data services. How would you propose to support this?

RESPONSE:

3) ATM standards are starting to emerge. There is a growing need for bandwidth from the data centers. ATM appears to be a viable solution for the bandwidth demands of the future. How do you suggest DGS/TD address the needs for ATM in any eventual RFP? Please explain.

RESPONSE:

- 4) Some data centers are exploring the use of cellular data for access into their systems. How would you propose to support this?

RESPONSE:

5.2.4. Other Services

5.2.4.1. Building Wiring

- 1) Please describe the building wiring services you believe DGS/TD should include in the eventual RFP.

RESPONSE:

- 2) Can your company provide these building wiring services?

RESPONSE:

5.2.4.1.1. Installation intervals

DGS/TD expects the contractor to provide a set of standard installation intervals for service types. These intervals will be published and the contractor will be expected to meet or better those intervals when installing service. DGS/TD proposes to assess the contractor financial penalties for failure to meet the published intervals.

- 1) Are there any regulatory constraints that would prevent your company from being compliant with this requirement?

RESPONSE:

- 2) What are the installation intervals that you would recommend for the services that you believe should be included?

RESPONSE:

5.2.4.2. Fiber Facilities

- 1) Do you have any concerns with providing agencies with direct fiber connections to supply their applications requirements?

RESPONSE:

- 2) Do you have any concerns with assuming ownership of the existing fiber facilities?

RESPONSE:

5.2.4.3.Information Services

The following three types of information services desired are described in Sections 3 and 4.

- 1) Do you believe that these three services should be included in the eventual RFP?

RESPONSE:

5.2.4.3.1.General Telephone Information

- 1) Can your company provide the service described?

RESPONSE:

- 2) How would you propose to provide this service?

RESPONSE:

- 3) Please describe any concerns you have with providing this level of information service.

RESPONSE:

5.2.4.3.2.General State Information

Callers shall query for specific state agency telephone numbers based on a general description of the services they are requesting.

- 1) Can your company provide the service described?

RESPONSE:

- 2) How would you propose to offer this level of service?

RESPONSE:

- 3) Please describe any concerns you have with providing this level of information service.

RESPONSE:

5.2.4.3.3.Telephone Directory

Annually, the contractor must publish a state telephone directory with a list of the agencies and departments with key staff names and telephone numbers. The directory shall include a listing of key state employees by alphabetical listing with their associated department and telephone number. The contractor shall include Internet addresses as a part of the directory listing.

- 1) Can your company provide the service described?

RESPONSE:

- 2) How would you propose to offer this service?

RESPONSE:

- 3) Please describe any concerns you have with providing this published directory service.

RESPONSE:

- 4) What alternatives to the paper based directory would you suggest?

RESPONSE:

5.3. End User Terminal Equipment

- 1) How do you propose to convert the existing services to your proposed solution while maintaining service integrity?

RESPONSE:

- 2) Are there any concerns DGS/TD should address in the eventual RFP?

RESPONSE:

5.4. End User Support

This Section outlines the planned support function of the contractor and DGS/TD for activities related to State agency acquisition of telecommunications services as defined in this RFI.

5.4.1. General

- 1) Do you understand the planned relationship between agency, contractor, and DGS/TD?

RESPONSE:

- 2) Please provide a description of this “triangle” for each category (services, planning, design, provisioning and implementation, and training) based on your understanding of the requirements.

RESPONSE:

5.4.2. Staffing

- 1) What staffing resources will you employ to accommodate your performance of contracted services as defined in Section 4?

RESPONSE:

- 2) What hierarchy of staff assignments?

RESPONSE:

- 3) What skill level of each assignment level?

RESPONSE:

5.4.3. Services

- 1) Provide a description of end user support services you currently provide that mirror most closely the requirements as defined in Section 4.

RESPONSE:

- 2) What modification to your current service must you undertake to accommodate the requirements as defined in Section 4?

RESPONSE:

5.4.4. Planning

- 1) Please describe how you propose to support end user service planning requirements as defined in Section 4.6.2.

RESPONSE:

5.4.5. Design

- 1) Please describe how you propose to support end user service design requirements as defined in Section 4.6.3.

RESPONSE:

5.4.6. Provisioning and Implementation

Section 4.11 describes the expectations of DGS/TD regarding provisioning and implementation.

5.4.6.1. Timeframes

- 1) What timeframes do you propose to provision the various services defined in Section 4 (from receipt of a valid service request to acceptance by the requesting user)?

RESPONSE:

5.4.6.2. Electronic Access for Users

- 1) Please describe how you propose to provide the electronic access for users into the contractors service provisioning process.

RESPONSE:

- 2) What problems would you have in meeting the expectations of DGS/TD?

RESPONSE:

- 3) How should DGS/TD modify the requirements to allow you to provide a compliant response?

RESPONSE:

5.4.6.3.Status

- 1) How do you propose to allow users to obtain the status of service requests?

RESPONSE:

5.4.6.4.Contract Performance

- 1) What tools will the contractor provide to DGS/TD to monitor the contractor's performance in delivering service in the intervals specified?

RESPONSE:

5.5. Marketing

Section 4.7 outlines a proposed service marketing arrangement between the contractor and DGS/TD through development of a formal market plan. It is not the state's intention to restrict in any manner the contractor's right to market other products to government agencies. However with respect to contracted services it is imperative that there is complete understanding of the business relationship between the contractor, DGS/TD, and the agency and the manner in which services are presented (marketed) to customers.

5.5.1. General

Do you understand the relationship intended between the contractor, DGS/TD, and the customer?

RESPONSE:

- 1) Please acknowledge your understanding of the elements of the proposed market plan and explain how you would accomplish each task.
 - a. contract marketing activities will be limited to currently approved contracted services.

RESPONSE:

- b. the contractor will not attempt to sell non-contracted services or equipment in direct competition with other services offered by DGS/TD.

RESPONSE:

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c. adherence to guidelines established by DGS/TD with contractor input for marketing activities.

RESPONSE:

d. ensure marketing brochures and materials for contracted services are approved by DGS/TD prior to distribution.

RESPONSE:

e. provide monthly reports on customer contact and contract usage for state and local government

RESPONSE:

f. provision for establishing a forum for joint contractor and DGS/TD market planning.

RESPONSE:

2) Are there any additions that you would suggest to the minimum criteria presented?

RESPONSE:

3) What suggestions can you make for developing and implementing a positive working environment between your company, DGS/TD, and the customer?

RESPONSE:

5.6. Training

5.6.1. User Training

1) Please describe the types of user training you would propose to meet the state's needs.

RESPONSE:

5.6.2. General Telecommunications Training

As described in Section 4, the contractor will be required to host meetings and provide classroom training.

1) What facilities will you propose to accommodate these activities?

RESPONSE:

2) What level of support would you propose for general telecommunications training?

RESPONSE:

5.6.3. DGS/TD Staff Training

As described in Section 4, you will be required to provide training to DGS/TD staff to perform and maintain skills in general

telecommunications technical and related business matters. Please describe how you propose to meet this requirement.

RESPONSE:

5.7. Network Operation, Maintenance and Management

5.7.1. Client Representation

- 1) Please describe the escalation procedures you would implement in support of the desired services.

RESPONSE:

5.7.2. Information Access

- 1) Please describe how you propose to provide oversight and management information access sufficient to allow DGS/TD to meet its responsibilities, including the ability to independently validate contractor provided service performance and fiscal management information.

RESPONSE:

5.8. Invoicing Services

5.8.1. General

- 1) Please describe your billing system addressing, at a minimum, the following options:
 - Flexible billing cycles.
 - Hierarchy-based invoicing.
 - Reference on invoice to State's service request (STD. 20) number for related order activity.
 - Usage call detail reporting.
 - Itemized listing of monthly recurring services.
 - Summary reporting.
 - Magnetic media options for obtaining bill detail.
 - Software program for billing data analysis and management reporting.
 - Ability to accommodate new services.

RESPONSE:

5.8.2. Billing Increment

- 1) Please describe what increments you bill for usage services. Address both initial period and ongoing billing.

RESPONSE:

5.8.3. Answer Supervision

- 1) Does your service provide answer supervision for accurate detection of “answer” or “off-hook” condition for generation of valid billing record? If not, describe the process used to establish call duration for billing records.

RESPONSE:

5.8.4. Late Payment Charges

DGS/TD plans to require that invoices for all contracted services, that are less than 90 days in arrears, shall not be subject to late payment charges.

- 1) Would this requirement impact your ability to be compliant? If so, please explain.

RESPONSE:

5.8.5. Minimum Monthly Service Charges

The State does not plan to pay monthly minimum usage charges for any contracted service.

- 1) Would this requirement impact your ability to be compliant? If so, please explain.

RESPONSE:

5.8.6. Administrative Fee Collection

DGS/TD will require the contractor to bill and collect a contract administrative fee (rate(s) to determined by DGS/TD) on all contracted services. This fee shall be included within the amount charged to those agencies obtaining service pursuant to the contract. The contractor shall remit a check based on the revenue collected for this administrative fee to DGS/TD on a monthly basis at no additional cost to DGS/TD.

- 1) Is this a problem for your company?

RESPONSE:

- 2) Are there alternatives that you would propose?

RESPONSE:

5.8.7. Contractor Access

- 1) How do you propose to provide easy access for the state to obtain billing information, resolve billing issues, and seek adjustments of contractor bills?

RESPONSE:

5.8.8. Fraud Detection

- 1) Please describe how you propose to provide fraud detection, prompt client notification and corrective action programs to reduce the state's vulnerability to fraudulent activities.

RESPONSE:

- 2) What kinds of abuse monitoring programs would you propose?

RESPONSE:

5.8.9. Audit Information

The state has a requirement that agencies may request copies of records for up to four(4) previous years. Under certain special conditions, State auditing and/or investigative agencies (i.e.; Bureau of State Audits, Department of Justice, court orders, etc.) may need to acquire copies of billing records directly from the contractor without the billed State agency's authorization and/or knowledge.

- 1) Can your company provide these records?

RESPONSE:

- 2) Can your company provide these records to state auditing and/or investigative agencies without state agency's authorization and/or knowledge?

RESPONSE:

- 3) Are there any special issues concerning this requirement that must be addressed in an RFP?

RESPONSE:

5.9. State Management and Oversight

5.9.1. Contractor Provisioning Performance

DGS/TD is seeking guidance in establishing provisioning performance requirements.

- 1) Please describe what you believe are reasonable performance requirements in following areas:
 - Routine voice service orders.

- Routine Toll Free service orders.
- Routine Calling Card orders.
- User on line provisioning.
- Routine building wiring moves, adds, and changes.
- Expedite building wiring moves, adds, and changes.
- Private line service orders (DS0 and DS1).
- Project work as defined in Sections 4.11.1.3 and 4.11.1.5.

RESPONSE:

- 2) What methods would you suggest for DGS/TD to collect data that will validate the delivered performance? Please describe.

RESPONSE:

5.9.2. Contractor Fault Management Performance

DGS/TD is seeking guidance in establishing maintenance performance requirements.

- 1) Please describe what you believe are reasonable performance requirements in term of MTTR and MTRR for the faults listed (See Section 4.11.2 for definitions):

- Minor.
- Major.
- Category 1.
- Category 2.
- Category 3.

RESPONSE:

- 2) Are there other issues DGS/TD should include for consideration in an eventual RFP?

RESPONSE:

5.9.3. Contracted Service Performance

DGS/TD is seeking guidance in establishing service performance requirements.

- 1) Please describe what you believe are reasonable performance requirements listed (See Section 4.11.3 for definitions):

Voice Services

- Call completion percentage.

- Grade of service.
- Dial tone availability.
- Maximum call setup time.

Private Line Services

- Comply with industry standards.
- Percent availability
- Fast restoration time

RESPONSE:

- 2) Are there other service performance parameters DGS/TD should include for consideration in an eventual RFP?

RESPONSE:

- 2) What methods would you suggest for DGS/TD to independently determine performance accomplishment?

RESPONSE:

- 3) What grades of service would you recommend the state specify in the RFP and under what conditions? P.01 grade of service is being considered for end to end during busy hour.

RESPONSE:

5.9.4. Client Advocacy

5.9.4.1. Service Trouble View

- 1) What tools do you offer that will allow DGS/TD to access records on the reported client or network troubles, and have access to contractor corrective activity plans and schedules?

RESPONSE:

5.9.4.2. Contractor Access

- 1) How do you propose to provide DGS/TD with enhanced communication and coordination capabilities with responsible contractor staff at levels beyond normal trouble reporting and initial order submittal processing?

RESPONSE:

5.9.4.3.Client Problem Escalation

- 1) What process to you have in place or would plan to implement that will allow DGS/TD to escalate problem resolution?

RESPONSE:

5.9.5. *Fiscal Management*

The DGS/TD will exercise contract oversight and management to ensure that the contractor is providing contracted services to agencies according to the terms and conditions of the applicable contract as well as to validate projected cost/benefit to the state.

- 1) What information do you propose to offer in support of this requirement?

RESPONSE:

5.9.5.1.Summary Reports

- 1) Please identify the summary reports you propose for DGS/TD to oversee all of the services implemented under the contract.

RESPONSE:

5.9.5.2.Agency Use Reports

DGS/TD wishes monthly summary reports identifying all services implemented under the contract for an individual agency/customer. These reports would contain the name of the agency/customer, service period, type of service, quantity, total recurring charges and total non-recurring charges (if applicable).

- 1) How would you propose to offer these reports?

RESPONSE:

5.9.6. *Management Tools for Access*

DGS/TD desires to use this contract as the means of intrinsically acquiring, installing, supporting, and maintaining all the electronic hardware and software required for access and process of information necessary to perform the intended service oversight, client advocacy, and fiscal management functions.

- 1) How do you propose to offer this capability to DGS/TD staff?

RESPONSE:

5.9.7. Cost Reduction Plan

For the term of any future contract, the state expects to receive the lowest cost for services that the contractor offers like services to any other customer.

- 1) What terms do you propose be included in any future contract to ensure that the state continues to receive the best market prices for telecommunications services throughout the term of any contract?

RESPONSE:

5.10. Contract Compliance

Successful contract compliance is essential to a healthy public/private partnership. The expectations of both partners must be clearly understood up front. To ensure the partnership is healthy, there must be well defined rewards for success as well as penalties for failure.

- 1) What incentives would you propose for sustained quality service? How would you define quality for each service? Please be specific.

RESPONSE:

- 2) The state will define clear performance levels and penalties for failure to perform. The state anticipates that a weighted criteria will be developed in establishing a default and financial penalties procedure. Failure to perform in critical service areas may result in immediate default, while it may require extended failures in less critical areas before default proceedings are initiated. Defaults and financial penalties may be structured in terms of individual services rather than a complete contract default. What comments and suggestions do you have in this area? Please be very specific.

RESPONSE:

5.11. Implementation Strategy

- 1) What implementation strategy would you propose that results in no additional cost to the state, and remains transparent to the end user of the service including maintaining existing user telephone numbers and ease of dialing?

RESPONSE:

- 2) DGS/TD wishes to establish an off-ramp process for implementing any eventual contract. DGS/TD recognizes that the proposed RFP is very complex and that the contractor may not be able to deliver all services required. Rather than default the contractor on the entire contract, DGS/TD may wish to assess a financial penalty, reduce the contract amount, remove the service from the contract, and proceed with implementing the remainder of the contract. DGS/TD also recognizes that failure to deliver a significant amount of the services makes the contract ineffectual. At some level of non performance DGS/TD may wish to

cancel the contract in total, assess a financial penalty, and move forward with obtaining services through other means. DGS/TD would like to define these terms and conditions in any eventual RFP. What is your opinion of this concept and what are your comments regarding using this approach in an eventual RFP?

RESPONSE:

5.12. State Model Contract

The contract established as a result of any eventual RFP will be based on the State Model Contract. Upon issuance of an eventual RFP, the state will modify the contract according to the scope and services proposed in the RFP. During the RFP process, the state will allow for bidders to propose changes to the State Model Contract. Any agreed to changes will be shared with the entire contractor community, and all bidders may incorporate them in their contract with the state. Any interested parties may obtain a copy of the State Model Contract on the Internet at www.dgs.ca.gov/telecom.

The state is interested in receiving any comments you may have on the model contract during this RFI process.

1) Are the General Terms and Conditions acceptable to your company? If not, what specific provisions are not acceptable?

RESPONSE:

2) What other provisions would you propose?

RESPONSE:

3) One advantage of contracting for a service provider is that the state has the flexibility to bring in new technology as needed. What flexibility expressed in contract provisions would you propose to address this need? Please be specific and address the proposed method for establishing cost and rates.

RESPONSE:

4) What provisions would you propose for service changes, disputes, termination, and bill adjustments?

RESPONSE:

5) What other contractual comments would you like to bring to the attention of the state?

RESPONSE: